



Role Statement

Position title: Tem Leader Tech Support

Position no: TBC

Classification: ASO7

Review date: January 2026

Directorate: Planning & Building

Business unit: PlanSA

About us

Our department's primary objective is the delivery of homes and housing options for South Australians. In response to the national housing crisis, we are committed to accelerating the build of a diverse range of housing options. We strive to find solutions to the urgent demand for housing security.

Our mission focuses on coordinating various portfolios related to housing, housing infrastructure, urban development, and planning. By ensuring sound decisions and efficient management, we strive to create sustainable, well-planned communities offering safe and affordable housing options.

Planning and Build is a directorate of the Department for Housing and Urban Development is an innovative and impactful team of land and built environment professionals that manage the planning and land use systems and policy tools for the state. This includes strategic planning, growth management, design and land use services – all with a focus on creating more vibrant, diverse and engaging places for our communities to thrive.

Join us in our endeavour to address one of the most pressing challenges of our time and make a tangible difference in the lives of our community.

OUR VALUES: Professionalism | Service | Respect | Courage and Tenacity | Collaboration and engagement | Trust | Sustainability | Honesty and Integrity |

About this role

The Team Leader, Tech Support is accountable for the leadership, coordination and delivery of technical support operations.

Reporting the Operations Lead, PlanSA, the role provides leadership to the Tech Support team, ensuring high quality, timely and customer focused technical services are delivered across PlanSA's integrated planning systems. With multiple systems making up the South Australia's ePlanning platform, the Team Leader is responsible for overseeing system support operations, managing incident and problem resolution, customer delivery, providing input into releases, and contributing to the continuous improvement and system optimisation.

The PlanSA system comprises multiple sub-systems including:

- Development Application Processing System (DAP)
- PlanSA Portal (website)
- Planning Information Exchange
- Online Planning & Design Code
- Online Consultation
- Document Management System
- Operational Data Store

Reporting Relationships

- **Reports to:** Operations Lead, PlanSA
- **Direct reports:** Technical Support Team that includes Analyst Programmers and IT Support Analysts

Who will you work with

- PlanSA Service Desk and Delivery & Support teams
- PlanSA and DHUD leadership teams
- Internal and external stakeholders
- External vendors and service providers
- Customers and system users across State and Local Government

Conditions

- Some out of hours' work may be required.
- Some intra state, international and interstate travel may be required.
- Required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- Compliance with Government legislation, Code of Ethics for the SA Public Sector, Departmental policies and procedures, including information management, WHS and injury management, risk management, and the access / equity / diversity strategies of the public sector.
- Required to obtain a National Police Check prior to employment. A renewal will be required every 3 years.

What you will do

Key responsibilities	Specified duties	Performance indicator/ measurement
Lead and Manage Technical Support Operations	<ul style="list-style-type: none"> • Provide day to day leadership and direction to the Technical Support team. • Oversee investigation, triage and resolution of application related incidents and problems in line with agreed service levels. • Ensure clear, timely and consistent communication with stakeholders regarding incidents and service 	<ul style="list-style-type: none"> • System stability and availability maintained • Incidents resolved within agreed timeframes • Reduction in repeat and recurring issues • Year-on-year reduction in Priority 1 incidents. • All directly managed operational risks are assessed, documented and maintained at Medium risk or

Delivery of Enhancements

requests.

- Ensure documentation including standard operating procedures, policy and process documents are accurate, current and fit for purpose
- System stability - Ensuring the availability, reliability and performance of PlanSA's integrated planning platforms through proactive monitoring, incident management, root cause analysis and continuous improvement.
- Cyber Security – embedding secure practices within support operations, ensuring adherence to cyber security standards, vulnerability management , access controls and incident response protocols.
- Regulatory Compliance – ensuring systems and support practices comply with relevant legislation, whole-of-government ICT policies, audit requirements and the Planning, Development and Infrastructure Act 2016.
- User Experience - Driving improvements to end-to-end user experience by analysing service trends, reducing friction points, improving first-time resolution and ensuring customer centred service delivery across all PlanSA platforms.
- Play a key role in shaping the strategic direction of technical support operations by analysing trends, identifying improvement opportunities and influencing

below

- Successful delivery of enhancement and release with no system interruptions.
- Improved system performance and reliability

People Leadership and Capability Development

- service delivery and system enhancement priorities.
- Provide technical oversight of system enhancements, fixes and deployments across all platforms.
- Ensure adherence to governance, change management and quality assurance processes.
- Provide strategic input into the planning, prioritisation and continuous improvement of PlanSA technical support services, contributing to system optimisation, service maturity and alignment with business objectives.
- Lead performance development, review processes and foster a collaborative, inclusive and high-performing team culture
- Support workforce planning, knowledge sharing and continuous improvement initiatives
- Lead capability and capacity maturity uplift across the Technical Support team to support a resilient, scalable and sustainable support model.
- Reduce key-person dependency through structured knowledge transfer, cross-skilling and documented system ownership.
- Build cross-system capability across the PlanSA platform, ensuring team members can effectively support multiple sub-systems.
- Embed coaching, mentoring and targeted development pathways to improve technical depth, confidence and service maturity.
- Improved user experience
- Reduction of service requests
- Improved team capability and engagement
- Clear accountability and performance outcomes
- Reduced operational risk through skill development
- Reduced reliance on individual specialists.
- Increased team flexibility and resilience during incidents, leave and peak demand.

Customer Service and Stakeholder Engagement

- Ensure technical support services align with customer service expectations and business priorities
- Collaborate with State and Local Government agencies to support integrated planning systems and shared service outcomes.
- Represent the Technical Support function in forums, working groups and planning activities.

- Positive stakeholder feedback
- Reduced repeat service requests
- Improved customer confidence in PlanSA systems
- Improved first-time resolution rates across incidents and service requests.

Drive Culture

- Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace.
- Embrace and encourage diversity and cultural differences in the workplace.
Embrace a can-do attitude and team work

- Pro-active measures are undertaken to adhere to and prevent injuries.
- Work practices are safe and Work Health and Safety legislation, policies and procedures are implemented. Individual differences are encouraged and accommodated in the workplace.

The capabilities you will bring**Technical expertise****Essential**

- Experience in delivering capability uplift training and coaching
- Strong understanding of application support, incident, problem and change management
- Experience supporting web-based and multi-browser applications
- Experience with object-oriented programming and/or low-code development platforms, including hands-on experience developing or supporting enterprise solutions (e.g. Appian).
- Experience with cloud-based and on-premises SQL databases (e.g. MySQL, Microsoft SQL Server)
- Ability to analyse, develop and review SQL queries
- Experience working with Microsoft Office 365 and related platforms
- Knowledge of workflow and business process management solutions (e.g. Appian)

Desirable

- Experience supporting Development Application Processing (DAP) or similar regulatory systems
- Experience developing, configuring or supporting Appian solutions within a complex enterprise environment
- Experience in public sector ICT environments
- Knowledge of ITIL practices and frameworks, with relevant ITIL certification

Personal abilities

- Demonstrated outstanding time management and delivery skills, adept at managing concurrent projects with competing demands and deadlines
- Proven ability to identify efficiency opportunities and lead initiatives for best practice implementation
- Strong strategic thinking and hands-on execution capabilities
- Exceptional communication and stakeholder engagement skills
- Expertise in developing and implementing coaching and training programs
- Strong problem-solving skills and the ability to manage risks and issues proactively, while working autonomously with limited supervision

Experience

- Experience leading technical support teams for complex, multi-system environments
- Demonstrated experience in planning and implementing coaching and training programs
- Experience in navigating politically sensitive environments.
- Experience in managing stakeholder expectations across varied political landscapes.
- Experience in a government business environment, managing relevant administrative matters (desirable).
- Knowledge and understanding of the Planning, Development and Infrastructure Act 2016 and associated codes, regulations and procedures (desirable).
- Knowledge of government processes as they relate to systems and ICT.
- Experience in business process mapping and business process improvement.

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